

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Calgon Carbon

Corporation for Manufacturing Excellence (Manex)

Calgon Carbon Improves Employee Skills To Implement Transformation Strategy

Client Profile:

Calgon Carbon Corporation is a global leader in the manufacturing of activated carbons used to purify air, water, food, beverage, and industrial process streams. Headquartered in Pittsburgh, Pennsylvania, Calgon Carbon has 13 carbon manufacturing, reactivation, and equipment fabrication facilities and 12 sales and service centers across the U.S. One, located in Blue Lake, California, employs less than 20 people.

Situation:

In 1999, Calgon Carbon adopted a new strategy to transform the company through the creation of four business platforms: the carbon platform, consumer health platform, engineered solutions platform, and service platform. To support the company's new transformation strategy under the carbon platform, the Blue Lake, California facility recognized the need for company-wide training. Its employees needed to upgrade their computer, team building, and production skills. The company asked the Corporation for Manufacturing Excellence (Manex), a NIST MEP network affiliate, to provide important skills training.

Solution:

Manex worked closely with Calgon's operations managers and plant services coordinator to design and develop a computer training program supported through funding from California's Employee Training Program (ETP). Over a 12-month period, Manex provided 11 employees with a total of 40 hours of training in computer skills. Calgon's in-house specialists delivered team building and production skills training. The training formats included lectures, hands-on lab work, and on-the-job coaching. Familiarity with computer operations enables Calgon's workforce to work more quickly and efficiently, thereby improving the company's productivity.

Results:

- Increased production by 10 percent.
- Enhanced productivity by 10 percent.
- Increased workforce system and computer skills.

Testimonial:

"The Corporation for Manufacturing Excellence was a critical partner in our

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ongoing efforts to continually enhance the value of the only asset we have that has the ability to appreciate in value--our people."

Robert Rayner, Operations Manager